

CC Docket No. 98-67

Comment On Petition For Clarification On The Provision Of And Cost Recovery For Captioned Telephone As An Improved Voice Carry Over Service For Telecommunications Relay Service.

August 12, 2002

I tried CapTel briefly for the first time at the SHHH 2002 Convention in Seattle, WA, and found it a wonderful way to have a normal-timed conversation with hearing people, hearing their voices and talking to them and yet following along with captions.

I feel this additional feature should be included for reimbursement and will be a boon to increase communications between deaf/hard of hearing and hearing people. Currently I use Relay and TTY at work with a setup for VCO but find it a bit unwieldy and more time consuming. Also, co-workers and others tend to avoid using Relay with me, preferring to use other means. If they can call me directly, it would increase the use of the phone for me (via CapTel) to them and from them.

Please do consider including CapTel as a feature worthy for costs and reimbursements under the relay system.

Thank you,

Karen Keil
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